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OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

* ENCLOSED: COPY OF BILLS

Illinois Commerce Commission
527 E. Capital Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case:

04-0611

ORIGINAL

CHIEF CLERK'S OFFICE

2004 OCT - 6 P. 248

ILLINOIS COMMERCE COMMISSION

Regarding a complaint by (Person making the complaint):

CIERALDINE S. PAGE

Against (Utility name):

COM ED

As to (Reason for complaint)

~~COM ED~~ COMPLAINTANT WAS BEING CHARGED COMPOUNDED LATE FEES UNTIL 7/04.

in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

11431 S. CAMPBELL AVE, CHGO, IL. 60655

The service address that I am complaining about is

11431 S. CAMPBELL AVE, CHGO, IL. 60655

My home telephone is

(773) 779-9622

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(773) 779-9622

(Full name of utility company)

COMMONWEALTH EDISON

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

COM ED IS TO CHARGE CUSTOMERS 1.5 % OF THE PAST DUE AMOUNT FOR LATE FEES. HOWEVER MY LATE FEE CHARGE CONTINUED TO COMPOUND, AND ALWAYS APPEARED ON MY BILL. THE AMOUNT OF THE LATE FEE SHOULD ALWAYS SHOW ON THE BILL. COM ED IS SUPPOSE IS CHARGE LATE FEES, NOT ACCUMULATED LATE FEES.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

COMPLAINANT BEGAN QUESTIONING THE REASON FOR EXCESSIVE LATE FEES IN MAY 04. COMPLAINANT WAS TOLD LATE FEES ARE CHARGED AT 1.5% OF THE PAST DUE BALANCE. HOWEVER, THE AMOUNT CHARGED IN LATE FEES DOES NOT REPRESENT 1.5% OF THE PAST DUE AMOUNT. IN JUNE 04, JIM PAREZI OF COM ED WAIVED TWO YEARS OF LATE FEE, AND NOW, THE APPROPRIATE LATE FEE CHARGE APPEARS ON MY BILL INSTEAD OF THE ACCUMULATED AMOUNT, BUT IT DOES NOT RESOLVE THE ISSUE THAT UNTIL I BROUGHT THE MATTER TO COM ED'S ATTENTION, I WAS BEING CHARGED ACCUMULATED LATE FEE FOR FOUR YEARS. ENCLOSED WITH THIS COMPLAINT ARE COPIES OF MY MONTHLY BILL FOR THE PAST YEAR. THE LAST TWO STATEMENTS REFLECT (1) TWO YEARS OF NON-COMPOUNDED LATES WAIVED, AND (2) THE LAST MONTH REFLECT THE APPROPRIATE ^{LATE FEE} AMOUNT AT 1.5%.

Please clearly state what you want the Commission to do in this case: ORDER COM ED TO REVIEW THEIR ACCOUNTING-PROCEDURES AND FIGURE OUT WHY COMPLAINANT WAS BEING CHARGED COMPOUNDED LATE FEES. COMPLAINANT ASKS THAT COM ED BE ORDERED TO AUDIT THE CUSTOMER RECORD OF COMPLAINANT AND TO REFUND OR CREDIT THE REMAINING OVER CHARGE BALANCE TO CUSTOMERS ACCOUNT.

Date: 10 / 04 / 2004
(Month, day, year)

Complainant's Signature Geraldine S. Page

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Geraldine S Page, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) Geraldine S Page

Subscribed and sworn/affirmed to before me on (month, day, year) 10 / 04 / 2004

[Signature]
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.